

I·R·E·S

Interview Recording & Evidence Suite



“ An ACCURATE record of the
'interview process' is an essential
part of our culture.

The undisputed record provides... ”

- 1 Fairness for all – it starts with best business process
- 2 Speedy resolution to common place disputes
- 3 An honest representation of what was said by one party to another
- 4 Prevention of false accusations
- 5 Genuine savings in time, money and integrity



➤ 'Fairness for all' – it starts with best business process

IMPROVE - the technology
- the process
- the results!

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The costs involved to provide an accurate record of an interview are painfully high if the business process is poor. If the process involves contemporaneous note taking, or using simple recorders, then these procedures contribute to inefficiencies, increased risk and unnecessary cost – all of which can be resolved or greatly reduced with specifically designed interview recording software.

The IRES platform (Interview Recording & Evidence Suite) was designed specifically to improve the interview process and drive down the associated costs. Using the latest software to record interviews as video or audio digital files from either office-based interview rooms or mobile devices used in the field, the files are uploaded and stored in the network in a secure format, thereby providing a rapid flow of essential information to where it needs to be.



'SPEEDY RESOLUTION to common place disputes'

Better protect your communities and effectively build cases for criminal proceedings

Investigate internal fraud, theft or shrinkage more effectively

Focus more on the needs of your young or vulnerable victims - it's more than just evidence gathering

Spend less time administering and more time investigating complex loss adjustment cases

TRADING STANDARDS
RETAIL FRAUD
Revenue & Benefits
Healthcare
HUMAN RESOURCES
Insurance
Social Services
Border Control

Identify best practice in conducting immigration interviews and share the knowledge

Increase the number of benefits cheats uncovered with more focus on investigations

Protect and train your staff to more effectively resolve issues

Better protect your organisation and staff with accurate recordings of disciplinary and grievance procedures

*** POLICE INTERVIEWS ***

IRES is available in a specific Home Office approved version for use within UK Police forces - see the booklet: 'IRES at work in the Criminal Justice System'

➤ 'An HONEST representation of what was said by one party to another'...

The process ensures simple and accurate interview recording from any location, distributed to any location, with ease and efficiency at minimal cost.

The process starts with the interview being recorded on a tablet or PC in a secure encrypted format. When convenient the file is uploaded to the network where it is stored and distributed as necessary to authorised personnel wherever their geographic location.

Vocal Recorders developed IRES to establish best practice in the interview and evidence gathering process. The IRES software embraces the standards and ethos set by the Home Office and Criminal Justice System, maintaining integrity and supporting the vulnerable in both the Public Service and business worlds alike.

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Using network connections, it provides a seamless process from initial interview through to secure online storage, with full management control for replay of recordings and file sharing for authorised users.



➤ 'PREVENTION of false accusations'

IRES IN ACTION

Some interviews need to take place in a purpose-built 'Interview Room' under specific conditions whilst others need to take place out in the field, IRES was designed for and fits perfectly with both environments.

THE SOLUTION ENCOMPASSES:

Voice and/or video recording software

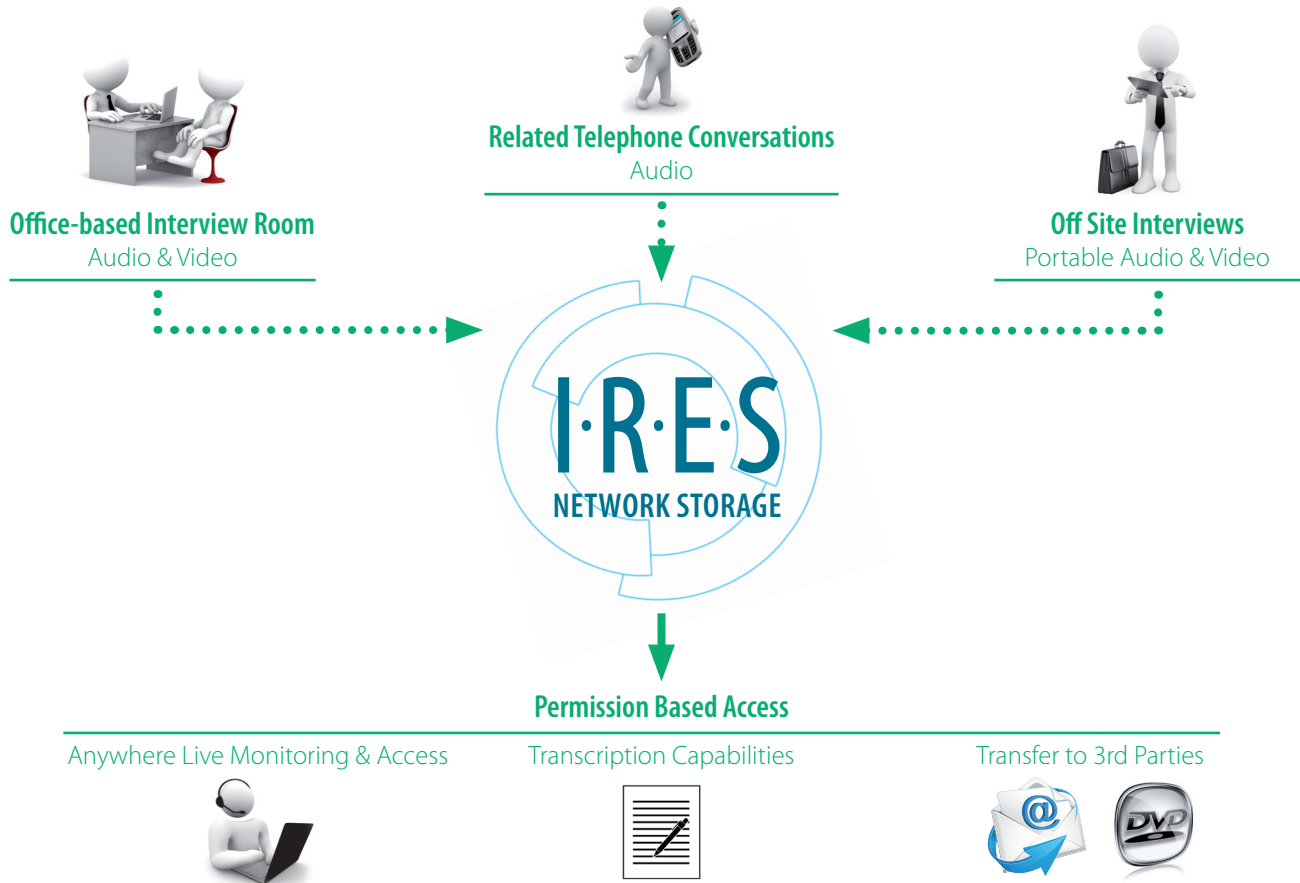
PC or Tablet options

Intuitive software that's straightforward to master

Network-based storage and management



- 1** As the interview starts IRES registers a unique session identifier that enables the interview to be referenced to any other supporting information if used. Once an interview has been completed, the digital file is encrypted and held on the internal disc drive until it is uploaded via a secure network connection.
- 2** The recordings and/or transcriptions can then be accessed by authenticated users at any time via a standard web browser using a secure HTTPS connection, with roles-based permissions forming an integral part of the application.
- 3** IRES contains a powerful keyword search facility, which enables transcribed interviews to be indexed and attached to the original recording. This provides a highly accurate search capability which identifies interviews based on words or phrases used during the interview.



» 'GENUINE SAVINGS in time, money and integrity'



EFFICIENCY AND INFORMATION SHARE

Interview recordings are available within minutes, and when used in a legal capacity, users such as HR managers, union reps, loss adjustors and special investigators have quick roles-based access to crucial evidence.



ADDED MOBILITY AND FLEXIBILITY

Mobile teams can easily obtain statements and conduct interviews in the field with light, portable tablets or laptops capturing voice and video recordings. These can then be automatically uploaded to the server when connected to the network back at base.



SPEED OF SEARCH

All case-related digital information, including interview recordings, transcripts, photographs and other evidence can be easily integrated into an electronic case file. All metadata and the content of every transcript is indexed, enabling all data to be searched rapidly by keywords or phrases by interviewers and staff throughout the organisation.

IRES benefits

THE INCONTROVERTIBLE EVIDENCE



HIGHER QUALITY EVIDENCE CAPTURE

The acoustic quality of digital recordings doesn't degrade with time or repeated playback. High quality video evidence can also be used during court proceedings where required.



LIVE STREAMING

Any location can be electronically connected to the interview room, giving interviewers and staff in different locations access to live video and audio streaming.



INCREASES CONFIDENCE

Full transparency and quick and easy access to all interview materials can help to speed up processes whilst bolstering confidence in the ability to get things done quickly and accurately.



TRAINING BENEFITS

Recordings can be used for interviewer training, staff development and coaching purposes, helping staff achieve the professional standards required in conducting interviews.

The IRES Cloud logo, consisting of a blue double arrow icon pointing right, followed by the text 'IRES Cloud' in a blue sans-serif font.

'Record your related telephone calls.' Any Phone, Any Time, Anywhere!

All conversations which are part of a dispute or evidence gathering exercise should be recorded, and that includes telephone calls.

Indeed, non-face-to-face conversations are more prone to misunderstanding, resulting in further dispute and so an accurate record of exactly what was said is essential to a good resolution process.

IRES Cloud records all your important telephone calls storing them in the same network as the 'face-to-face' interviews, thereby providing a complete and secure solution for the entire evidential gathering process.



▶▶ Getting the most out of IRES



A message from the IRES Design Team

When designing IRES, the software team understood their task was to produce a business tool which would be used in what will always be somewhat difficult situations.

To get the most out of the technology gaining expert guidance in the use of proven interviewing techniques is an essential element to a successful outcome. Specialist training companies can help greatly improve the interviewing skills of professional investigators so that performance can be reviewed and areas for improvement identified and best practice shared, or to put it another way...

– *Great Technology plus Great People equals Great Results!*



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Martin Vaughan
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